



LINKS CHILDCARE POLICIES & PROCEDURES

Waiting List Policy

Last Review Date: September 2023

Policy No. 45

Issued: February 2020

Policy Statement

Links Childcare is committed to justice and fairness in all its dealings with the various stakeholders and, to ensure equality in the admissions process, the following policy informs the procedures followed when a parent/guardian seeks a place for his/her child. When demand for places exceeds those available, a waiting list is created for each crèche and a place is offered to the child who is number one on that list, dependent on availability of the type of care required by that applicant.

Principle

This policy is informed by the Data Protection Acts of 1998 and 2003 and GDPR, 2018

Policy and Procedures

I. Initial Application Process

- The following details are required by the admissions team in order to confirm if the requested care is available:
 - Preferred crèche location
 - Name, email address and contact number of Parent(s)/Guardian(s)
 - Child's name and date of birth
 - Preferred start date
 - Number of days' care required

II. Waiting List Process

- If the admissions team is unable to confirm available care, due to oversubscription, the parent/guardian will be invited to join the crèche waiting list and the admissions team will ask the parent/guardian to complete a waiting list form which will be provided as a link to an online form. By submitting the form the parent/guardian accepts that their details will be stored and dated.
- If a parent/guardian would like his/her name removed from our waiting list at any time (s)he must inform Links Childcare by email.
- When the required care becomes available the first child on the list matching the available care's criteria is offered that place. The child's date of birth, number of days care required and preferred start date will determine the criteria.
- The following categories of children receive priority in the order below:
 1. Siblings of children already attending Links Childcare. *If two or more siblings meet the criteria for the available place the number of siblings within a family attending Links Childcare and length of service will be considered*
 2. Children already enrolled in the service requesting alternative care
 3. Transfers from other Links Childcare locations
 4. Children enrolled to start at Links Childcare on a specific date in the future and have requested an earlier start date



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5. Siblings of children that previously attended Links Childcare
6. Children that have a deposit on file due to deferring their initial start date (places can only be considered at the time of the requested deferred start date) Please refer to The Admissions Policy for further details.
7. Children included on our waiting list for their specified creche location

- Parents/guardians will be contacted by email (details of which were originally provided by the parent/guardian) with an offer of a place. Parents are required to accept the space by responding to the email within 48 hours. After 48 hours it is presumed by Links Childcare, that the place is being declined and it will be offered to the next child on the waiting list, matching the criteria as outlined above. The child's details will then be removed from the waiting list. Parents are advised to monitor their email spam folder.
- Regular updates are not provided to parents/guardians on their waiting list entry, if a place becomes available a member of the admissions team will be in touch.

A parent/guardian's name will be automatically removed from the waiting list three months following date of entry. (Except in the case of points 1-5 above) If a parent/guardian wishes to renew their entry following this three month period they must complete the waiting list form again via the link initially provided. For example if a parent/guardian completes the waiting list form on 1st January requesting a childcare place from July and a place has not been offered to them by 1st April of that same year but they wish to remain on the waiting list they must complete the waiting list form again so that their details will remain on the waiting list for a further three months and so on.

Review

Management in consultation with staff monitors and reviews the effectiveness of this policy yearly or as required.

Review Dates:	April 2020	Nov 2020	March 2022	Sept 2022	March 2023
	September 2023				